

# Southwest Airlines Internship

## What Did I Learn?

During this internship I learned that I love the field of aviation industry. I now have a firm understanding of corporate negotiations and how to pitch to senior level executives. I can properly audit different managers and directors in a department. One of the biggest impacts that I've done was conduct an overhaul of the current onboarding process. This is also when I solidified that I wanted to get three additional degrees. PHD, MBA, & JD.



## What motivated me to select this project?

One of the things that motivated me to do this project was that Southwest Airlines continues to be one of the world's leading companies on culture and inclusion. This is the company where anyone who studies industrial and organizational psychology wants to work for because you are learning from some of the leading practitioners. They are continuously listed as one of the top 100 places for internships.

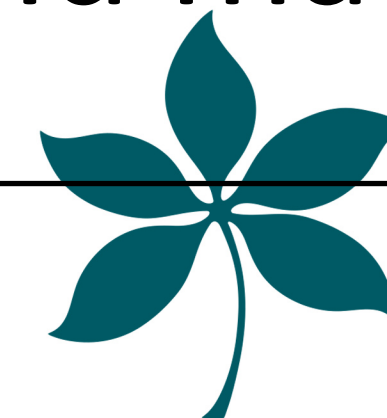
## Project Description

During this internship, I learned more about the applied field of industrial and organizational psychology. I put into practice my personnel psychology and my interpersonal relationship classes to help foster a more inclusive and enjoyable culture at SWA. I was responsible for supporting the Network Operations Control (NOC) engagement and executive administration team. I along with my other colleagues will be implementing new strategies that will improve leadership communication and implement programs and initiatives that will align with and support the strategic vision of NOC and Southwest.



## Highlights of My Summer

- Met the CEO, COO, & CFO
- Unlimited Free Flights
- Traveled to 28 different places
- Worked for the Vice President
- Met and made new friends



**Name:** Ezequiel Herrera

**Category:** Internship

**STEP Faculty Member:** Ty Shepher

**Major:** Psych and Communications



## What was Transformational?

The first transformational experience was being able to connect with amazing industry leaders and form amazing relationships with them. Having their guidance has helped me understand and refine more of what I want to do. I know now that I want to take a gap year and return back to Southwest before I go to graduate school and law school. The amazing thing that I now have because of this internship is the mentorship of the corporate lawyer and VP that I was primarily working for.

I also was culturally transformed by being able to fly to 30 places all over the US and being able to explore. I had the chance to meet online friends that I've never met before or the fact that I had a chance to tour our great country and see some of the struggles that our fellow brothers and sisters are going through. It was eye opening to go to a place that is full of life and vibrant to places that need some tough love and care. It made me ask what things I can do and relit a fire for politics.



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